SUNFLOWER KANCARE DESK AID

Authentication process: Customer Service professionals answering inbound calls will authenticate by asking for the Member's name, Medicaid ID number and date of birth (DOB).

Sunflower Customer Service: 1-877-644-4623

The Customer Service Professional will answer provider/member questions through resources provided to them. Any questions not able to be answered will be referred to identified foster care contacts, this includes but not limited to Behavioral Health and Physical Health Services, Home & Community Based Services Case Management Support, Pharmacy, Dental, Optical, non-emergency transportation services, etc.

Case Workers can also contact the dedicated foster care team e-mail box for any additional questions, issues or concerns: Sunflower_FC@centene.com
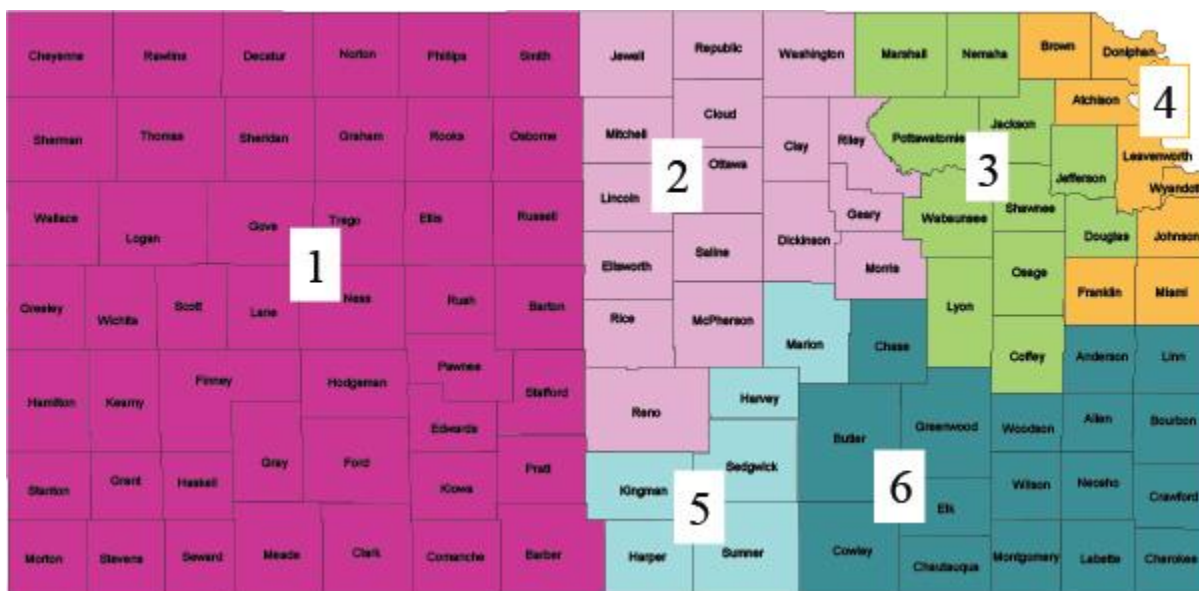
You can also contact a Foster Care team member directly:

- Lisa Douglas, Behavioral Health Care Coordinator: ext. 44682
  lisa.douglas@envolvehealth.com
- Monica De Cicco, Behavioral Health Service Manager: ext. 44520
  monica.decicco@envolvehealth.com
- Susan Hancock, Behavioral Health Service Manager: ext. 44605
  susan.hancock@envolvehealth.com
- Camille Davis, PRTF Liaison: 913-401-4124,
  camille.davis@envolvehealth.com, fax: 844-203-1648
- Brenda Soto, Foster Care Behavioral Health Clinical Manager: brenda.soto@cenpatico.com
- Cheryl Fisher, Foster Care Sr. Clinical Director: cheryl.fisher@envolvehealth.com

To access the Sunflower **24-Hour Nurse Advice Line**, call 1-877-644-4623 and say "Nurse."

For assistance with physical health concerns, feel free to reach out to our regional staff directly using the map below.

Medical Management Case Management Map

Sunflower Medical Management map regions

Region	Email
1	Region1CM@sunflowerhealthplan.com
2	Region2CM@sunflowerhealthplan.com
3	Region3CM@sunflowerhealthplan.com
4	Region4CM@sunflowerhealthplan.com
5	Region5CM@sunflowerhealthplan.com
6	Region6CM@sunflowerhealthplan.com